

GSA Internal

Internal to GSA for those employees using Voice over IP when GSA first implemented VoIP, GSA provided a tri-fold user guide that explained how to dial 911. At that time GSA was using Primary Rate Interface (PRI) trunks and voice gateways so internal calls would be routed via the network and external (off net calls required a 9 to dial). However, subsequently GSA has moved to Session Initiated Protocol (SIP) architecture both on-net and off-net calls to include 911 and does not require a 9. You can still use 9 if you are accustomed to that style. Below is what was published in 2014 to reflect that change.

Change for GSA

GSA IT recently implemented changes to the agency's VoIP dialing plan to make contacting emergency services much easier.

You no longer need to dial 9-911 on your VoIP phone in order to place an external call to local emergency services.

Now in the event of an emergency you can simply [dial 911](#) and the call will be routed to a local dispatcher. Remember for all life-threatening and non-life-threatening emergencies at federal buildings call 911.

To learn more check out [Safety and Security page](#) at GSA IT InSite.

GSA As External Provider

GSA also provides telecommunications services through GSA FAS- Network Services Division as a reseller of these services through GSA contract vehicles to federal agencies that reside in GSA owned or leased facilities as follows:

GSA FAS provides telecom services and equipment to GSA and federal agencies in GSA owned and leased facilities. The equipment and services are provided through a variety of GSA contracts including GSA Local Services Agreements nationwide and the Networx Contract. Services are delivered to GSA facilities through the holders of these contracts- the telecom carriers. GSA does not develop or distribute Information as to how to direct dial 9-1-1 calls as it is agency, carrier and equipment dependent.